State of Montana Information Technology Managers Council

Minutes
October 5, 2016
8:30 a.m.
State Capitol, Room 137

Members Present:

Sky Foster, AGR, Chair

Lynne Pizzini SITSD/CISO

Tim Bottenfield, DOR

John Daugherty, COR

Larry Krause, DOC

⌐Mandi Hinman, PSC

⌐Matt Jackson, CSD

⌐Kristin Burgoyne, ART

James Gietzen, OPI

Stuart Fuller, DPHHS

Cheryl Grey, DOA

Angie Riley, MPERA

Mark Van Alstyne, SOS

⌐Joe Chapman, JUD

⌐Dan Chelini, DEQ

⌐Rennan Rieke,

Staff Present:
Jennifer Schofield, Wendy Jackson

Guests Present: Joe Frohlich, Dave Johnson, Cheryl Pesta, Carly Tortorelli, Donavan Dolph, Brad Hassack, Tim Ellis, Veronica Lamlra, James Schneider, Chris Hope, Jody Troupe, Pat McGlenn, Jason Pekovitch, Christie McDowell, Tom Murphy, Randy Haefka, Chuck Sollars, Matt Pugh, Adam Rogge, Dustin Ostberg, Tiffany Fox, Tom Marino, Bryan Shaw

⌐ **Real-time Communication:** Kyle Belcher, Karl Mitschke, Audrey Hinman, Dan Andresen, Amber Conger, Maryann Costello, Becki Kolenberg, Beth Stephenson, Chris Gleason, Christi Mock, Robert Cash, Phillip English, Sherry Mitschke, Curt Norman, Sue Leferink, Sean Rivera, Steve Larsen, Theresa Bousliman, Maura Gruber, Tim Kosena, Tyler Weingartner, Jack Marks, James Thomas, Jenifer Alger, Joel Hardamon, Mike Cochrane, Michael Jares, Mick Peterson, Michael Sweeney, Darrin McLean, Peder Cannon, Dave Nagel, David Swenson, David Dunbar, Eric Tarr, Kimberly Warren, Eddie Torgerson, Wes Old Coyote, Zach Day, Gary Brewer, Amber Godbout, Judy Kelly, John Levick, Jessica Plunkett, Jerry Steinmetz, Joshua Tuman

Welcome and Introductions

Sky Foster welcomed the council to the October 5, 2016 ITMC meeting. All members and guests were introduced.

Minutes

Tim Bottenfield made a motion to approve the September 7, 2016 minutes as presented. John Daugherty seconded the motion. Motion carried.

State CIO Update

Lynne Pizzini updated the council on the September 29, 2016 Legislative Finance Committee (LFC) meeting. Ron Baldwin will be providing a class on LFC reporting to ensure that agencies understand how to properly use the project reporting mechanism. This class will be offered at the Government IT Conference in December 2016, as well. Project Managers are strongly encouraged to attend one of these learning sessions. The State Information Technology Services Division (SITSD) is continuing to work on Volume 10 in preparation for the upcoming legislative session. The Governor has signed a letter of support for Cyber Security Awareness month and the associated activities. Agencies are encouraged to promote Cyber Security Awareness month throughout October. SITSD is in the process of securing an endorsement from the Governor for the upcoming SANS Securing the Human training. SANS training has been reset for all state employees. Agencies are requested to ensure that staff complete this training. SITSD has received a Department of Homeland Security grant to provide SANS training to all county employees. SITSD is holding an annual tabletop Information Systems Incident Response Team (ISIRT) exercise on October 6, 2016. SITSD is meeting with technical staff from North and South Dakota, as well as Oregon to facilitate the sharing

of information and ideas. SITSD will postpone any major changes until after the election.

Action Item: Ms. Pizzini will provide the council with a high level report of SITSD's annual 3 hour ISIRT tabletop.

Business

Skype for Business Demo
Jerry Marks gave a brief demo on Skype for Business; Communicating with Commercial Skype. The migration to Skype 2013 was completed the week of September 26, 2016. The upgrade to Skype for Business 2015 will occur after the election. Skype for Business 2013 allows users to utilize Skype for business on mobile devices. Users can now view Skype presentations on their mobile devices.

Commercial Skype users cannot be invited to a Skype for business meeting. To communicate with a Commercial Skype user outside of your organization you must first add that user as a contact within your Skype for Business. This will add the user to your external contacts list. You can then click on that contact and conduct a voice call, video, or Instant Massage chat. Stuart Fuller commented that there is no Quality of Service (QOS) or protection of the traffic, but Skype for Business does encrypt traffic. Users can install both Skype for Business and the Commercial Skype App on their mobile devices. The state requests that users do not install Commercial Skype on their work devices. A Persistent Chat upgrade with Skype for Business will be added to the budget for FY18/1919. John Daugherty commented that Skype can be utilized for Gmail accounts. Instructions can be found at https://mine.mt.gov/it/pro/unifiedcommunications/consumerskypeinfo.mcpx.

Mobile Device Management (MDM) Wrap Up
Mr. Marks stated that September 30, 2016 was the deadline for enrolling Mobile Devices in AirWatch. There are 1,647 devices enrolled. Of those devices, 1,082 are state owned devices, 5 are shared devices and 560 are employee owned. On October 4, 2016 there was an attempt to implement F5 restrictions. This implementation led to unforeseen complications. The F5 consultant has been reengaged and changes will be made to the plan. This plan will be reevaluated and retested. Next steps for MDM will be to make changes to the Exchange environment. The script that disables active sync on new mailboxes will be turned off in Exchange. Users will no longer need to request active sync to be turned on. Every mailbox that currently has active sync turned off will be turned on. These next steps will not take place until the F5 restrictions are successfully implemented. Mr. Marks updated the council on web mail for mobile devices. The Boxer App is now available for Android. Testing is being conducted. There is not a plan to restrict web mail opening from mobile devices but there will be two factor authentication.

Enterprise IT Convergence Update
Jennifer Schofield gave a brief update on the progress of Enterprise IT Convergence. The Master Project Plan can be found at itconvergence.mt.gov. Kickoff meetings for the Montana Historical Society (HIS), Department of Livestock (LIV), Department of Agriculture (AGR), Office of Public Instruction (OPI), Department of Environmental Quality (DEQ), Montana State Library (MSL), Department of Natural Resources and Conservation (DNRC), Department of Military Affairs (DMA), Department of Revenue (DOR), Montana Department of Transportation (MDT), Department of Public Health and Human Services (DPHHS) and the Teacher's Retirement Fund (TRS) are complete. A planning meeting is scheduled with the Department of Fish, Wildlife and Parks (FWP). OPI and LIV are 100% complete, HIS is 90% complete. A meeting is scheduled with DEQ regarding the energy grants. A dedicated engineer is assigned to each agency to facilitate a smooth, minimally disruptive migration. Once three agencies fully converged, a lessons learned meeting will be held.

Microsoft Azure Update
Mark Van Alstyne gave a brief update on G Tenant Azure space. The Secretary of State's Office (SOS) requested to be moved to G Tenant space late in 2015 to facilitate the use of the new version of the electronic Election Night Reporting App and to address hosting, load balancing and Domain Name System (DNS) issues. The vendor has administrative rights to this space. SOS has its own segment within Azure Cloud with limited rights. This allows SOS visibility and gives the vendor the ability to maintain this environment. There is no SITSD involvement required after the initial setup. The licensing and cost was defined by Microsoft and the Department of Administration (DOA) Fiscal. Overall costs were neutral. Billing is based on actual usage with a True Up at year end. It was discovered that the functionality of the G Tenant space is not the same as the commercial space. Active Directory (AD) synchronization is not available at this time. It is anticipated that

Microsoft will have the capability for AD Synchronization in the near future. DNS is not available in the G Tenant space as it is in the commercial space. A mt.gov domain name was acquired through an external DNS provider. The G Tenant Azure space was thoroughly tested and live for the 2016 Primary. It is highly scalable and very stable. This allowed for a light load on the Data Center for election night. The vendor for the G Tenant Azure space is a silver partner with Microsoft which gave SOS priority support on election night. This site can be viewed at mtelectionnightresults.gov.

Mr. Marks commented that this was an ideal business case for the testing of Azure. Microsoft has provided options for AD synchronization. These options are being reviewed with the end goal of securing an option which allows for the extension of directory synchronization from Office 365 G Tenant to Azure G Tenant.

Action Item: Mr. Van Alstyne requested that Procurement, DOA Fiscal, and SITSD document and define this process and enter this information in the Service Catalogue to clarify the process for agencies.

2016 Government IT Conference Update

Jennifer Schofield stated that session registration for the IT Conference is now open. All information can be found at itconference.mt.gov. The Early Bird registration price of $75 will end on October 31, 2016. After this date the fee will increase to $100. Registration will close at midnight on November 30, 2016. Ms. Schofield and Ms. Conger will be reaching out to the council in the next few days to request nominations for the IT Excellence Awards.

Standing Reports
MT-ISAC Update

Joe Frohlich stated that the Enterprise Security Program will hold Cyber Security Awareness events October 6, 2016 in the Mitchell building from 9:30 AM until 12:00 PM, October 12, 2016 in the Cogswell building from 1:30 PM to 3:30 PM and October 26, 2016 in the Mitchell building from 1:30 PM to 3:30 PM. Agencies are encouraged to contact Mr. Frohlich at jfrohlich@mt.gov if they would like to hold an Enterprise Security event in their facility. Cyber Security toolkits with materials are also available by contacting Mr. Frohlich.

MT-ISAC is reviewing the Vulnerability Management Procedure Best Practices document. This document can be found on the MT-ISAC website at https://sitsd.mt.gov/Governance/ISAC. The RFI for Enterprise Endpoint Protection document was released and posted. October 3, 2016 is the deadline for selected vendors. These RFIs can be found on the MT-ISAC SharePoint. Mr. Frohlich will send the RFIs to the workgroup for review once they are received. The workgroup will have a week to review these then a meeting will be held on October 7, 2016 to discuss the next steps. A high level overview of Data Loss Prevention (DLP) was discussed at the MT-ISAC meeting. A meeting was scheduled the week of September 26, 2016 where agencies could test DLP on SharePoint. The template that is being developed will apply to Office 365 applications including OneDrive for Business, SharePoint, and Exchange. The template will prevent the sharing of sensitive information on SharePoint by limiting access to the individual who posted the document and the SharePoint Administrator. There has been some discussion about OneDrive for business and the ability to share with outside entities. DLP implementation is a precursor to enabling that sharing. The next steps for DLP will include a meeting the week of October 10, 2016 to address follow-up questions regarding testing. DLP for One Drive for Business and Exchange will be turned on to allow users to see what limitations they might encounter with this template. A testing mode can be turned on in Exchange which would flag emails containing sensitive information in the attachment but would allow that information to be sent at this time. Once DLP is turned on in Exchange, it will prevent emails containing sensitive information from being sent. There is no date set for DLP implementation for Exchange. DLP is aimed at data stored in Office 365 in the Cloud. This will not impact information on the Shared Drives and internal file shares. DLP restrictions will not prevent data from being stored. The next MT-ISAC meeting will be held on October 27, 2016.

Q: Cheryl Grey: How will this template distinguish between a nine-digit social security number and a nine-digit vendor ID number?
A: Mr. Frohlich: There is an algorithm built within the template which looks for known social security or credit card pattern.

Ms. Grey expressed concern about the accessibility of shared data due to upgrades which will include implementation of Office 365 and the elimination of the Shared Drive.

Mr. Marks recommended that a member of Ms. Grey's team open a service desk case to test what data restrictions might be experienced once DLP is implemented.

Ms. Pizzini encouraged all agencies to ensure that they have representation in the DLP workgroup and provide information to this group. Agency input concerning data sharing needs would be beneficial in avoiding any interruptions in agency functioning.

Enterprise IT Financial Workgroup (EITFW)
James Schneider updated the council on the EITFW workgroup. EITFW is continuing to work through Volume 10. The narratives submitted by agencies will highlight special considerations regarding IT resources which the agency would like to make the legislature aware of. These narratives will be restricted to two pages in length and contain a link to the 2016 Agency IT Plans. All of the volumes will be published in digital format. Volume 10 will depict the estimated budget for major IT expenditures during the FY19 biennium. The Office of Budget and Program Planning (OBPP) will extract the FY16 actuals from the query that was developed. This will be used to create a FY17 base, that will then be used to develop the FY18/19 estimates. These estimates will give legislators and idea of where funds are being executed. 20 out of 36 agency narratives have been received. OBPP analysis', Ron Baldwin, and Mr. Schneider will edit these narratives and compile this volume for distribution on November 15, 2016. If major editing is required, agencies will be consulted.

Legacy Systems / End of Life Planning
Stuart Fuller stated that the first meeting of the Legacy Systems workgroup has taken place. This workgroup will focus on the mainframe, the data that exists on the Legacy Apps and moving it off the mainframe. The workgroup is considering strategies to move archived data off the mainframe to a longer term archive. The workgroup will also focus on Oracle Forms and Reports and strategies to migrate to a different technology. The next Legacy Systems workgroup meeting scheduled for November, 2016.

Asset Management and Inventory Workgroup
Tim Bottenfield gave a status report on the Asset Management Inventory Workgroup. The RFI for the Asset Management and Inventory Workgroup is closed and there have been nine submissions. The workgroup will review these submissions at the October 20, 2016 meeting and report recommendations to ITMC. If agencies wish to review these submissions, they can contact Carol Schopfer at cschopfer@mt.gov.

eGov
Joe Chapman reported they are waiting for meetings to be set up with other states.

Member Forum/Future Agenda Topics
Mr. Marks commented that an Active Directory audit is being conducted. Agencies are requested to review their accounts and rectify any non-compliance issues. This audit report will be rerun in November 2016. Agencies will be notified if these issues still exist. Non-compliance issues that are not resolved December 5, 2016 will be recorded as a security incident to the Governor's Office and Legislative Audit.

Public Comment
None

Important Deadline Review

<u>Adjournment</u>
Next Meeting
Wednesday November 2, 2016
8:30-10:30
DEQ Room 111

Adjourn
The meeting was adjourned at 9:33 AM.